

# September 2020 FY 2021 - Key Performance Report

## Management Notes:

- The information in this report is based on the FY 2021 Operating Budget, adopted by the Board on June 8, 2020.
- September 2020 performance was greatly impacted by COVID-19 pandemic.
- Due to COVID-19 pandemic, systemwide ridership for the month of September compared to the same period last year decreased by 63.8 percent, rail ridership decreased 65.4 percent and combined bus ridership decreased 62.2 percent. Year-to-date, systemwide ridership compared to the same period last year decreased 61.5 percent, rail ridership decreased 63.4 percent and combined bus ridership decreased 59.2 percent. In relation to the District's established year-to-date ridership goals for FY 2020, systemwide ridership was 14.3 percent below the established goal, rail ridership was 18.1 percent below the goal, and combined bus ridership was 10.1 percent below the goal.
- RT's farebox recovery ratio in the month of September was 6.5 percent and year-to date it is 6.9 percent. It has decreased by 7.4 percent compared to September 2019 and decreased by 8.3 percent year-to-date. In relation to the District's established goal for FY 2021, the RT's farebox recovery ratio is 0.1 percent below the established year-to-date goal. For the month of September, Fare Revenue was \$1,015 thousand and below seasonally adjusted budget by \$165 thousand or 14.0%. Compared to last year, Fare Revenue is \$3,180 thousand or 50.2 percent below last year-to-date total.
- In September 2020, total operating cost was \$16.25 million including \$7.19 million for bus, \$0.36 million for CBS fixed service, \$0.68 million for SmarT Ride service, \$1.33 million for SacRT GO service, \$6.16 million for rail, \$0.53 million for Elk Grove e-tran service.
- Year-to-date, RT's cost per passenger for bus service was at \$26.10, and cost per passenger for rail service was at \$14.92. Light Rail cost per passenger is 24.5 percent over budget, and bus cost per passenger is 1.7 percent over budget.
- Year-to-date, RT's passengers per revenue hour is below the District's goal by 12.8 percent for rail, by 10.3 percent for Bus and for CBS 2.1 percent above budget.
- RT monitors the overall performance of the fleet to evaluate potential failure trends. In the month of September, combined bus service was reported at 14,677 miles between service calls, and rail service was reported at 9,667 miles between service calls.
- Year-to-date, RT's on-time performance for bus service is at 84.2 percent, which is 0.8 percent below the District's goal. On-time departures for rail service are at 97.8 percent above the goal of 97.0 percent. Completed trips for bus are on target, for CBS is 0.51 percent above the District's goal, and for rail is 0.09 percent below the goal.
- The District's security statistics from RT's Police Services indicate a passenger inspection rate of 25.5 percent for the month of September 2020 compared to 18.03 percent in September of 2019.

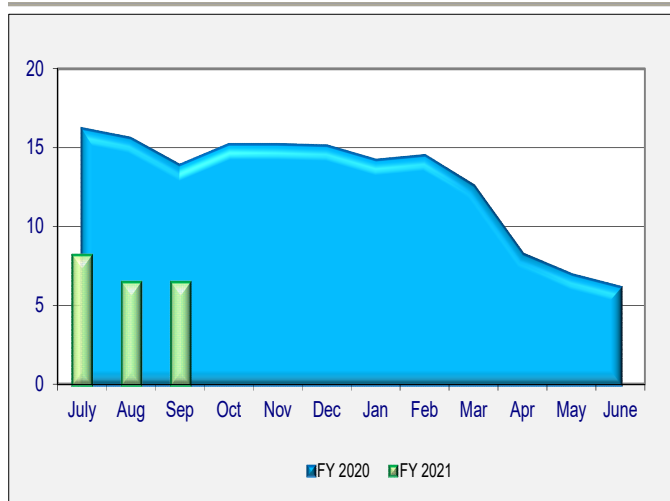


# Operating Budget

**Net results for FY 2021 year-to-date indicate a \$3,149 thousand positive variance to the District's FY 2021 Operating Budget. As of end of September 2020, year-to-date operating costs were under budget by \$2,542 thousand and revenues were above budget by \$607 thousand.**

Categories (\$ in thousands)	September 2020			FY 2021 YTD		
	Actual	Budget	Variance	Actual	Budget	Variance
<b>Income</b>						
Fare Revenue	\$ 1,015	\$ 1,181	\$ (166)	\$ 3,150	\$ 3,312	\$ (162)
Contracted Services	570	532	38	1,770	1,595	175
Other Income	465	406	59	1,489	1,219	270
State & Local Revenue	10,519	6,092	4,427	27,093	18,276	8,817
Federal Revenue	156	8,649	(8,493)	17,454	25,947	(8,493)
<b>Total</b>	<b>12,725</b>	<b>16,860</b>	<b>(4,135)</b>	<b>50,956</b>	<b>50,349</b>	<b>607</b>
<b>Expenses</b>						
Salaries/Fringes	11,666	11,636	(30)	34,137	34,922	785
Services	1,111	1,387	276	3,339	4,156	817
Supplies	1,116	1,080	(36)	3,056	3,241	185
Utilities	775	839	64	2,333	2,396	63
Insurance/Liability	1,266	1,243	(23)	3,804	3,729	(75)
Other Expenses	319	397	78	425	1,192	767
<b>Total</b>	<b>\$ 16,253</b>	<b>\$ 16,582</b>	<b>\$ 329</b>	<b>\$ 47,094</b>	<b>\$ 49,636</b>	<b>\$ 2,542</b>
<b>Net Operating Surplus (Deficit)</b>	<b>(3,528)</b>	<b>278</b>	<b>(3,806)</b>	<b>3,862</b>	<b>713</b>	<b>3,149</b>

\* Budget is seasonally adjusted (not straight-line budget)

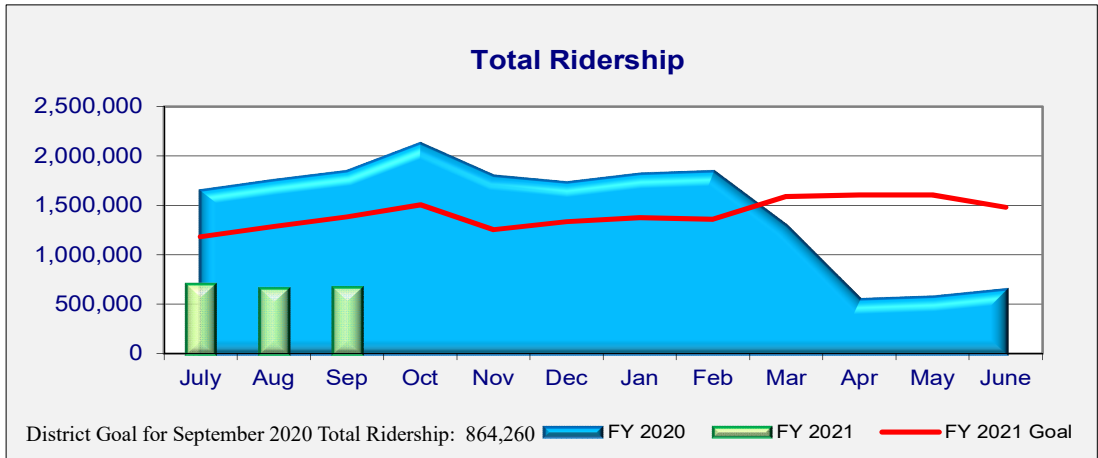


## Fare Recovery Ratio

**Compared to September 2019, the fare recovery ratio for September 2020 decreased by 7.4 percent.**

	SEPTEMBER	YTD	YTD GOAL	VARIANCE
<b>FY2020 Total Fare Recovery</b>	<b>6.5%</b>	<b>6.9%</b>	<b>7.0%</b>	<b>-0.1%</b>
<b>FY2019 Total Fare Recovery</b>	<b>13.9%</b>	<b>15.2%</b>	<b>16.4%</b>	<b>-1.2%</b>
<b>Variance</b>	<b>-7.4%</b>	<b>-8.3%</b>	<b>-9.4%</b>	

FARE RECOVERY	OCT 19	NOV 19	DEC 19	JAN 20	FEB 20	MAR 20	APR 20	MAY 20	JUN 20	JUL 20	AUG 20	SEP 20
<b>Total</b>	15.2%	15.2%	15.1%	14.2%	14.5%	12.6%	8.3%	7.0%	6.2%	8.2%	6.5%	6.5%
<b>Light Rail</b>	17.8%	17.8%	18.5%	15.9%	16.9%	15.6%	10.9%	9.0%	6.8%	9.8%	7.4%	7.5%
<b>Combined Bus</b>	13.3%	13.2%	12.7%	12.9%	12.8%	10.5%	6.6%	5.6%	5.6%	7.1%	5.8%	5.8%
<b>Bus</b>	14.2%	14.3%	13.7%	13.9%	13.8%	11.6%	7.4%	6.1%	6.3%	8.0%	6.6%	6.4%
<b>CBS</b>	5.4%	4.9%	4.7%	4.6%	4.9%	3.4%	2.2%	2.2%	1.9%	4.6%	3.9%	3.9%

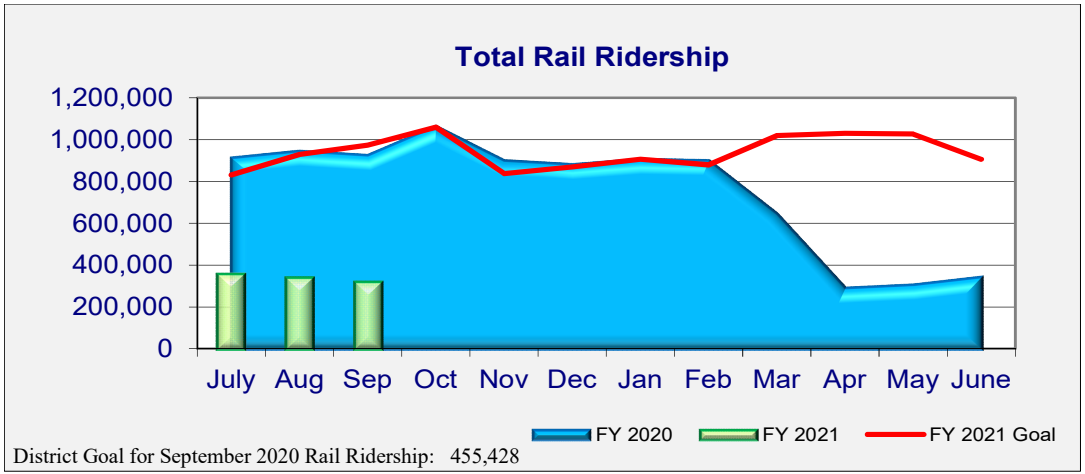


## Total Ridership

Compared to September 2019, total combined bus and rail ridership for September 2020 decreased by 63.8 percent.

	SEPTEMBER	YTD
<b>FY2020</b>		
Total Ridership	<b>667,273</b>	<b>2,021,037</b>
<b>FY2019</b>		
Total Ridership	<b>1,841,943</b>	<b>5,243,689</b>
<b>Variance</b>	<b>-63.8%</b>	<b>-61.5%</b>

OCT 19	NOV 19	DEC 19	JAN 20	FEB 20	MAR 20	APR 20	MAY 20	JUN 20	JUL 20	AUG 20	SEP 20
2,123,408	1,797,749	1,729,861	1,816,790	1,843,088	1,291,708	555,991	581,689	656,333	697,923	655,840	667,273



## Light Rail Ridership

Compared to September 2019, total rail ridership for September 2020 decreased by 65.4 percent.

	SEPTEMBER	YTD
<b>FY2020</b>		
Rail Ridership	<b>320,442</b>	<b>1,018,462</b>
<b>FY2019</b>		
Rail Ridership	<b>925,198</b>	<b>2,784,436</b>
<b>Variance</b>	<b>-65.4%</b>	<b>-63.4%</b>

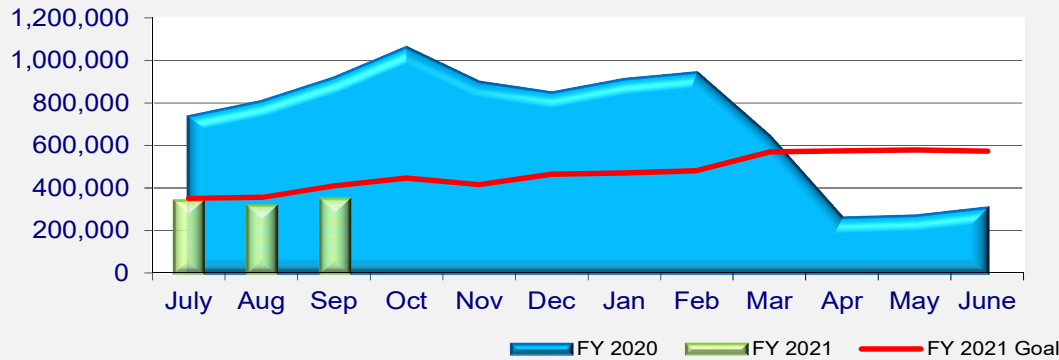
OCT 19	NOV 19	DEC 19	JAN 20	FEB 20	MAR 20	APR 20	MAY 20	JUN 20	JUL 20	AUG 20	SEP 20
1,063,740	900,315	882,505	907,018	900,958	647,623	294,099	309,785	347,428	357,697	340,323	320,442

# Combined Bus Ridership

Compared to September 2019, total bus ridership for September 2020 decreased by 62.2 percent.

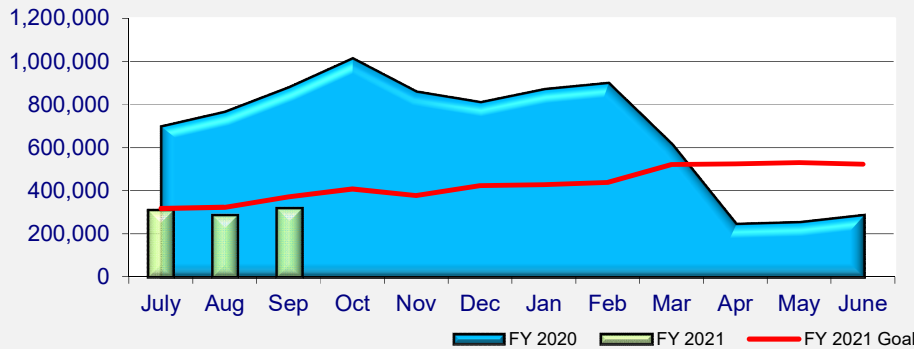
<b>FY2020</b>	<b>SEPTEMBER</b>	<b>YTD</b>
Combined Bus Ridership	<b>346,831</b>	<b>1,002,574</b>
<b>FY2019</b>		
Combined Bus Ridership	<b>916,745</b>	<b>2,459,253</b>
<b>Variance</b>	<b>-62.2%</b>	<b>-59.2%</b>

## Total Combined Bus Ridership



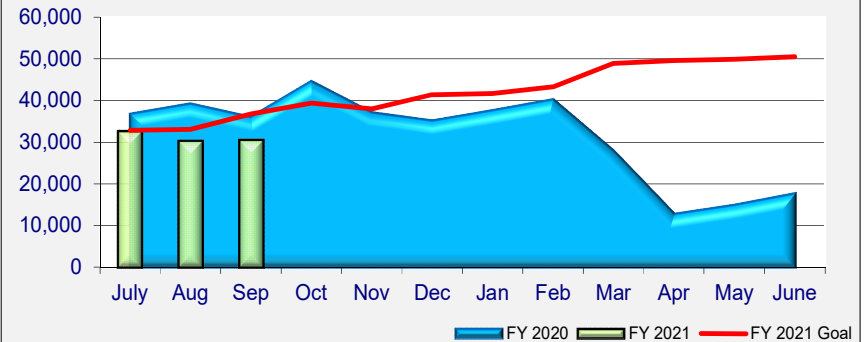
District Goal for September 2020 Combined Bus Ridership: 408,832

## Bus Ridership



District Goal for September 2020 Bus Ridership: 372,029

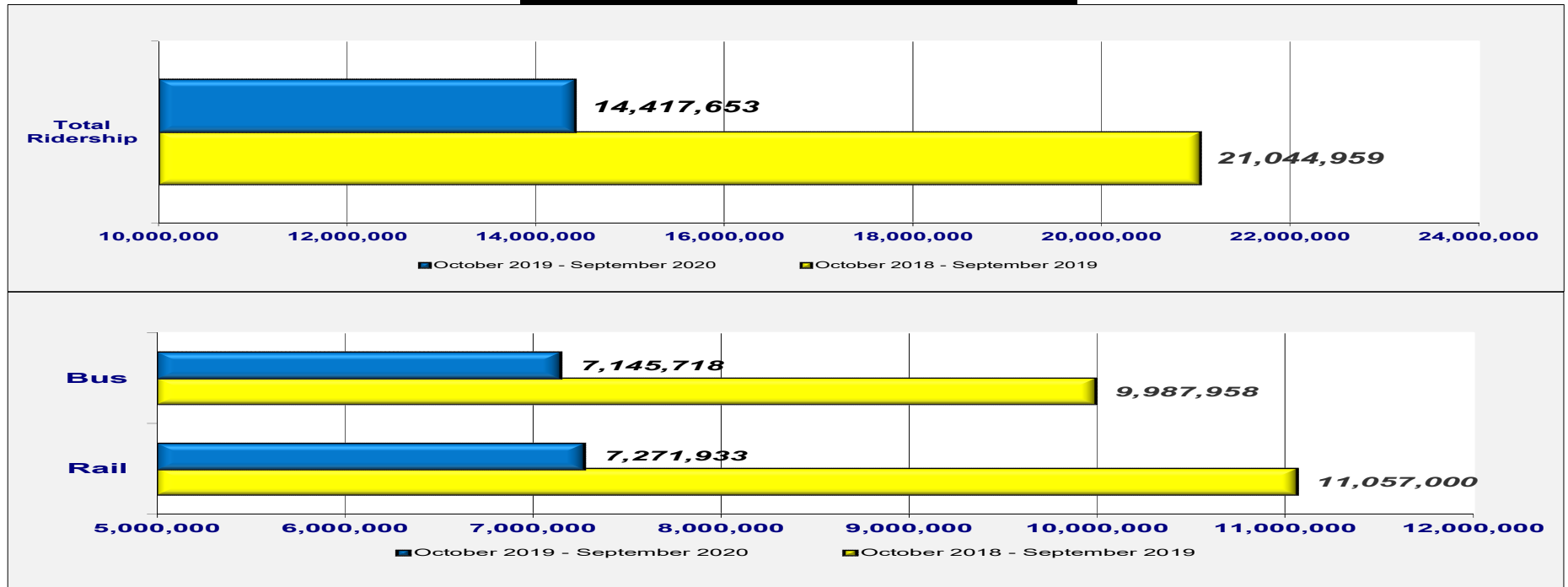
## CBS Ridership



District Goal for September 2020 CBS Ridership: 36,803

	OCT 19	NOV 19	DEC 19	JAN 20	FEB 20	MAR 20	APR 20	MAY 20	JUN 20	JUL 20	AUG 20	SEP 20
<b>Combined Bus</b>	1,059,668	897,434	847,052	909,772	942,130	644,085	261,893	271,904	308,904	340,226	315,517	346,831
<b>Bus</b>	1,015,206	860,443	812,316	872,279	902,019	616,282	249,051	256,914	291,192	307,555	285,186	316,305
<b>CBS</b>	44,462	36,991	34,736	37,493	40,111	27,803	12,842	14,990	17,712	32,671	30,331	30,526

# Rolling Year Ridership Totals



**OCTOBER 2019 – SEPTEMBER 2020  
Total Ridership  
14,417,653**

**OCTOBER 2019 – SEPTEMBER 2020  
Combined Bus Ridership  
7,145,718**

**OCTOBER 2019 – SEPTEMBER 2020  
Rail Ridership  
7,271,933**

**OCTOBER 2018 – SEPTEMBER 2019  
Total Ridership  
21,044,959**

**OCTOBER 2018 – SEPTEMBER 2019  
Combined Bus Ridership  
9,987,958**

**OCTOBER 2018 – SEPTEMBER 2019  
Rail Ridership  
11,057,000**

**Change** -6,627,306

-2,842,240

-3,785,067

**Variance** -31.49%

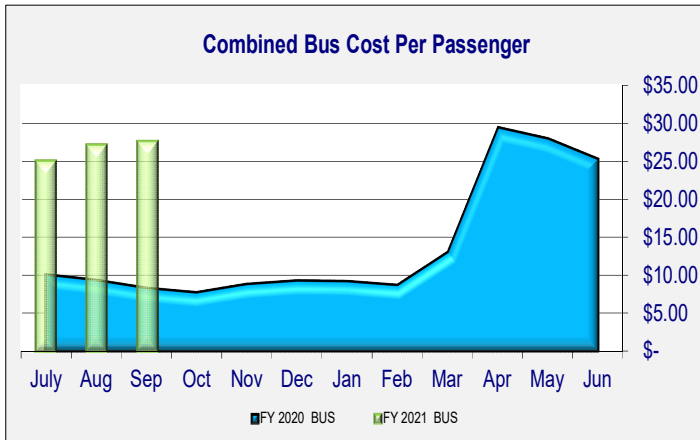
-28.46%

-34.23%

	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20
<b>Total Ridership</b>	2,123,408	1,797,749	1,729,861	1,816,790	1,843,088	1,291,708	555,991	581,689	656,333	697,923	655,841	667,273
<b>Light Rail Ridership</b>	1,063,740	900,315	882,505	907,018	900,958	647,623	294,099	309,785	347,428	357,697	340,323	320,442
<b>Bus Ridership</b>	1,059,668	897,434	847,356	909,772	942,130	644,085	261,893	271,904	308,904	340,226	315,517	346,831

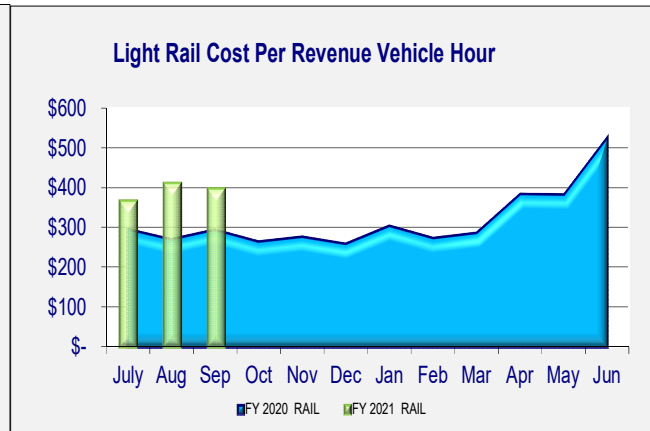
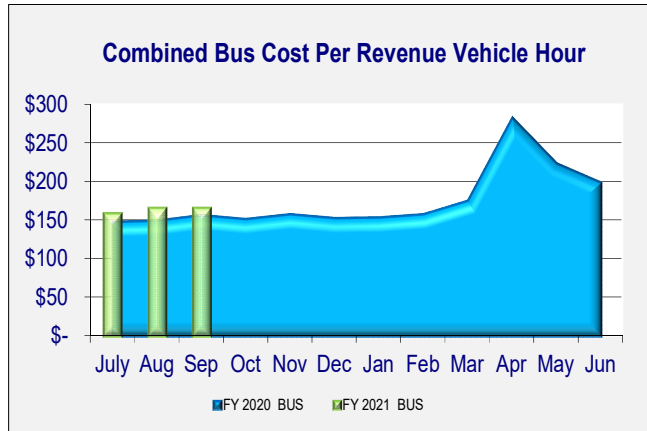
	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19
<b>Total Ridership</b>	2,039,965	1,636,812	1,600,065	1,704,016	1,611,069	1,834,022	1,858,683	1,883,625	1,652,179	1,648,944	1,752,802	1,841,943
<b>Light Rail Ridership</b>	1,025,613	833,433	820,277	890,563	836,605	972,374	999,923	983,801	893,853	913,123	946,115	925,198
<b>Bus Ridership</b>	1,014,352	803,379	779,788	813,453	774,464	861,648	858,760	899,824	758,326	735,821	806,687	916,745



## Cost Per Passenger

	FY2021	YTD	YTD Goal	Variance
Light Rail		\$18.58	\$14.92	-24.5%
Combined Bus		\$26.54	\$26.10	-1.7%
Bus		\$21.71	\$19.92	-9.0%
CBS		\$73.45	\$86.95	15.5%

	OCT 19	NOV 19	DEC 19	JAN 20	FEB 20	MAR 20	APR 20	MAY 20	JUN 20	JUL 20	AUG 20	SEP 20
<b>Cost Per Passenger Light Rail</b>	\$5.81	\$6.58	\$6.43	\$7.46	\$6.62	\$8.78	\$17.83	\$17.33	\$20.62	\$16.55	\$19.29	\$19.24
<b>Cost Per Passenger Combined Bus</b>	\$7.76	\$8.85	\$9.34	\$9.22	\$8.72	\$13.07	\$29.46	\$27.99	\$25.29	\$25.02	\$27.13	\$27.57
Bus	\$7.26	\$8.19	\$8.66	\$8.52	\$8.09	\$11.83	\$26.40	\$25.55	\$22.32	\$20.32	\$21.85	\$22.72
CBS	\$19.03	\$24.10	\$25.40	\$25.54	\$22.99	\$40.62	\$88.85	\$69.92	\$74.18	\$69.17	\$76.72	\$77.80



## Cost Per Revenue Vehicle Hour

	FY2021	YTD	YTD Goal	Variance
Light Rail		\$398.22	\$366.67	-8.6%
Combined Bus		\$162.97	\$173.13	5.9%
Bus		\$160.89	\$164.54	2.2%
CBS		\$169.27	\$196.25	13.7%

	OCT 19	NOV 19	DEC 19	JAN 20	FEB 20	MAR 20	APR 20	MAY 20	JUN 20	JUL 20	AUG 20	SEP 20
<b>Cost Per Revenue Vehicle Hour Light Rail</b>	\$264.77	\$277.12	\$259.61	\$304.34	\$273.49	\$286.40	\$384.19	\$381.99	\$526.29	\$367.39	\$412.24	\$398.45
<b>Cost Per Revenue Vehicle Hour Combined Bus</b>	\$151.80	\$157.93	\$152.72	\$153.87	\$157.69	\$175.12	\$282.47	\$223.33	\$198.35	\$158.53	\$165.50	\$165.26
Bus	\$152.77	\$156.72	\$151.35	\$156.31	\$161.67	\$175.55	\$316.71	\$231.38	\$197.61	\$160.23	\$162.94	\$158.25
CBS	\$143.88	\$168.15	\$164.57	\$137.25	\$132.02	\$172.43	\$174.03	\$183.36	\$202.07	\$154.03	\$172.76	\$190.83

**Cost Per  
Revenue Mile**

**Passenger Per  
Revenue Mile**

**Passenger Per  
Revenue Hour**

FY2021	YTD	YTD Goal	Variance	YTD	YTD Goal	Variance	YTD	YTD Goal	Variance
Light Rail	\$23.14	\$21.01	-10.2%	1.25	1.41	-11.5%	21.44	24.57	-12.8%
Bus	\$14.16	\$14.48	2.2%	0.65	0.73	-10.2%	7.41	8.26	-10.3%
CBS	\$12.48	\$16.26	23.2%	0.17	0.19	-9.1%	2.30	2.26	2.1%

**Bus  
On – Time Performance**

**Light Rail  
On – Time Departures**

	YTD	Goal	Variance		YTD	Goal	Variance
FY2021	84.2%	85.0%	-0.8%	FY2021	97.8%	97.0%	0.8%

**Completed Trips**

FY2021	YTD	Goal	Variance
Light Rail	99.71%	99.80%	-0.09%
Bus	99.80%	99.80%	0.00%
CBS	99.91%	99.40%	0.51%

**Mean Distance Between Service Calls (miles)**

**FY2021**

Light Rail Mean Distance Between Service Calls

Combined Bus Mean Distance Between Service Calls

YTD	Goal	Variance
8,573	12,000	-28.6%
15,221	9,500	60.2%

	OCT 19	NOV 19	DEC 19	JAN 20	FEB 20	MAR 20	APR 20	MAY 20	JUN 20	JUL 20	AUG 20	SEP 20
Light Rail	9,399	8,198	6,771	8,989	8,876	7,224	6,347	6,019	6,518	8,112	7,939	9,667
Combined Bus	14,798	13,357	14,524	17,587	16,486	14,092	18,955	12,860	12,417	14,307	16,680	14,677

# Light Rail Inspections

	SEPTEMBER 2020	SEPTEMBER 2019	FY 20 YTD	FY 21 YTD
% of Passengers Inspected	25.55%	18.03%	20.97%	23.67%
Passengers Cited without Proper Fare	1,521	1,508	5,097	5,260

	OCT 19	NOV 19	DEC 19	JAN 20	FEB 20	MAR 20	APR 20	MAY 20	JUN 20	JUL 20	AUG 20	SEP 20
% of Passengers Inspected	24.43%	23.13%	21.66%	21.59%	17.59%	18.22%	24.70%	24.07%	21.71%	22.18%	23.46%	25.55%
Passengers Cited without Proper Fare	2,444	2,461	2,492	2,724	1,983	2,185	3,006	2,301	2,105	2,010	1,729	1,521

# Customer Advocacy Report

	SEPTEMBER 2020	SEPTEMBER 2019	FY20 YTD	FY21 YTD	SEPTEMBER YTD							
# of Customer Contacts	716	1,567	5,011	2,216	FY2021 - # of Security Related Customer Reports 12 36							
# of PSRs <small>Passenger Service Reports processed from contacts</small>	0	12	31	0	FY2020 - # of Security Related Customer Reports 22 55							
% of Security Related Customer Contacts	1.68%	1.40%	1.10%	1.62%								
	OCT 19	NOV 19	DEC 19	JAN 20	FEB 20	MAR 20	APR 20	MAY 20	JUN 20	JUL 20	AUG 20	SEP 20
# of Customer Contacts	1,338	945	982	1,218	1,152	1,119	720	676	828	819	681	716
# of PSRs	7	2	9	7	6	0	1	0	1	0	0	0
# of Security Related Customer Reports	23	10	14	12	13	8	7	9	9	12	12	12
% of Security Related Customer Contacts	1.72%	1.06%	1.43%	0.99%	1.13%	0.71%	0.97%	1.33%	1.09%	1.47%	1.76%	1.68%



# Uniform Crime Reporting (UCR Crimes) on RT

<b>FY 2021</b>	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	YTD Totals
Homicide	0	0	0										0
Rape	0	0	0										0
Robbery	0	3	4										7
Aggravated Assault	0	1	0										1
Burglary	0	0	0										0
Auto Theft	1	0	2										3
Arson	0	0	1										1
Total Larceny	5	8	4	0	0	0	0	0	0	0	0	0	17
<i>felony larceny</i>	0	2	2										4
<i>misdemeanor larceny</i>	4	6	1										11
<i>theft from autos</i>	1		1										2
<b>Total UCR Crimes</b>	<b>6</b>	<b>12</b>	<b>11</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>29</b>

<b>FY 2020</b>	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	YTD Totals
Homicide	0	0	0	0	0	0	0	0	0	0	0	0	0
Rape	0	0	0	0	0	0	0	0	0	0	0	0	0
Robbery	4	0	5	0	0	5	2	2	2	1	2	1	9
Aggravated Assault	1	0	0	2	0	1	1	0	0	0	2	4	1
Burglary	0	0	0	0	0	0	0	0	0	0		0	0
Auto Theft	1	1	1	0	0	4	0	1	0	1	1	0	3
Arson	1	0	0	0	0	0	0	0	0	1	1	0	1
Total Larceny	35	6	7	7	19	7	7	10	7	1	3	2	48
<i>felony larceny</i>	1	2	0	1	0	1	0	4	1	0	0	0	3
<i>misdemeanor larceny</i>	2	2	4	2	1	4	4	4	3	1	2	1	8
<i>theft from autos</i>	32	2	3	4	18	2	3	2	3	0	1	1	37
<b>Total UCR Crimes</b>	<b>42</b>	<b>7</b>	<b>13</b>	<b>9</b>	<b>19</b>	<b>17</b>	<b>10</b>	<b>13</b>	<b>9</b>	<b>4</b>	<b>9</b>	<b>7</b>	<b>62</b>

